

Cobweb Connectivity Standard Service Description

1. Introduction

Cobweb Connectivity is designed to provide a business-class broadband service to companies purchasing other Hosted Services from Cobweb. By delivering connectivity alongside our Hosted Services, Cobweb can carefully match your connectivity to the services you use, and be sure to provide you the best possible service experience.

This service has been created with small business in mind, with a predictable monthly cost billed alongside your hosted services, is easy forecast spend and keep track of your IT spend through a single management portal.

2. Service Features

Cobweb Connectivity Standard is available with the following options:

Downstream – Up to 20Mb/s

Upstream – Up to 1Mb/s or Up to 2.5Mb/s

Usage Cap – 5GB or 100GB (Over-use is chargeable per additional GB or part thereof)

Please note that speeds vary considerably depending on the line, technology available and distance from the exchange. Please ask Cobweb for a personalised estimate of the speed you can expect for each line.

2. Platform

The service platform uses the Wholesale Broadband Connect (WBC) ASDL2+ network, which allow for downstream of up to 20Mb/s, throughputs that could be used to carry mission critical business applications.

3. Data Ownership

At all times the data transmitted across the Cobweb Connectivity service is the property of the customer.

4. Traffic Management & Fair Use Policy

Cobweb does not use traffic shaping or restrictive technology when delivering this service. Use of this service is covered by our standard acceptable use policy, which is available on www.cobweb.com/terms

5. Router Options

Our recommended router for this service is the Zoom X7;

- ADSL2, ADSL2+ and Annex M modem with built-in Stateful Packet
- Inspection (SPI) firewall
- Supports speeds up to 27Mb/s downstream and 3Mb/s upstream
- Wireless compatible 300Mb/s
- 802.11n and compatible Wireless N, G and B devices
- Supports IPv6 and IPv4 for powerful, flexible network addressing
- Built in IPSec VPN endpoint
- Easy to use and install



This can be supplied by Cobweb for a one off charge of £45 + £6.95 next day delivery to mainland UK, with a 2 year limited warranty with Zoom.

We can also supply “Draytek Vigor N61” wireless adaptors if required:

- For use with Draytek Vigor 2820n
- Compatible with Windows 2000, XP and Vista operating systems
- USB 2.0 host interface
- Microsoft plug ‘n’ play compliant
- Drivers & utilities supplied on CD-ROM
- Provided with a semi-flexible cable to allow best positioning



These are also available from Cobweb for a one off charge of £40 per unit +£6.95 next day delivery to mainland UK, with a 2 year limited warranty with Draytek.

6. Guaranteed Service Level

All service level guarantees are based on service monitoring data collected over whole calendar months.

Cobweb shall use reasonable care and skill when providing services but does not guarantee that the services shall be continually available to the customer. There may be occasions when services are disrupted through an error or act of the customer or another third party or, circumstances outside the reasonable control of Cobweb (“Service Disruption”). In the event of unavailability of services to the customer, other than in the case of service disruption, Cobweb shall reimburse the customer (“Service Credit”) as follows:

Service Credit (% of monthly charge)	Service Availability
25%	99.0% to 99.5% inclusive
50%	95.0% to 98.9% inclusive
100%	Less than 95%

The service availability calculation excludes standard scheduled and emergency maintenance.

7. Administrator Support

- The service is supported 24/7 via Email and Online Support Form for all severities and in addition by telephone for Severity 1 incidents
- Severity 1 incidents, as defined by the Service Level Agreement, will be progressed 24/7
- Severity 2,3 and 4 incidents will be progressed during core hours of business – including service setup/configuration with “Cobweb Control Panel” and billing support by telephone
- Access to Administrator support is for two named company administrators per customer account

8. Support Hours

- 9.** Core Hours: 08:00hrs to 18:00hrs GMT time zone, excluding weekends and UK public holidays

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